

**ADDENDUM #2 PLEASE SEE CHANGES TO ATTACHMENT A – PRICING PAGES,
ADDITION OF EXHIBIT 4- HARDWARE PROFILE ANSWERS TO VENDOR SUBMITTED
QUESTIONS, EXTENSION OF OPENING DATE TO SEPTEMBER 23, 2005
ADDENDUM #1 PLEASE SEE CHANGES TO SECTIONS 3.12.9 & 3.12.12**



NOTICE OF SOLICITATION

SERIAL 05078-RFP

REQUEST FOR PROPOSAL FOR: SYSTEMS ADMINISTRATOR & SUPPORT, PEOPLESOFT

Notice is hereby given sealed proposals will be received by the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, until 2:00 P.M./M.S.T. on **SEPTEMBER 23 46, 2005** for the furnishing of the following for Maricopa County Proposals will be opened by the Materials Management Director (or designated representative) at an open, public meeting at the above time and place.

All Proposals must be signed, sealed and addressed to the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, and marked **"SERIAL 05078-RFP REQUEST FOR PROPOSAL FOR: SYSTEMS ADMINISTRATOR & SUPPORT, PEOPLESOFT."**

The Maricopa County Procurement Code ("The Code") governs this procurement and is incorporated by this reference. Any protest concerning this request for Proposals must be filed with the Procurement Consultant in accordance with Section MC1-905 of the Code.

ALL ADMINISTRATIVE INFORMATION CONCERNING THIS REQUEST FOR PROPOSAL AND THE CONTRACTUAL TERMS AND CONDITIONS CAN BE LOCATED A <http://www.maricopa.gov/materials>. ANY ADDENDA TO THIS SOLICITATION WILL BE POSTED ON THE MARICOPA COUNTY MATERIALS MANAGEMENT WEB SITE UNDER THE SOLICITATION SERIAL NUMBER.

PROPOSAL ENVELOPES WITH INSUFFICIENT POSTAGE WILL NOT
BE ACCEPTED BY THE MARICOPA COUNTY MATERIALS
MANAGEMENT CENTER

INQUIRIES:

LONNIE CUNICO
PROCUREMENT CONSULTANT
TELEPHONE: (602) 506-3243

THERE WILL BE A MANDATORY PRE-PROPOSAL CONFERENCE ON AUGUST 31st, 2005, 10:00 A.M., AT THE MARICOPA COUNTY CHAMBERS BUILDING, 2nd FLOOR, CANYON CONFERENCE ROOM, 301 S. 4th AVE., PHOENIX, AZ 85003.

NOTE: MARICOPA COUNTY PUBLISHES ITS SOLICITATIONS ONLINE AND THEY ARE AVAILABLE FOR VIEWING AND/OR DOWNLOADING AT THE FOLLOWING INTERNET ADDRESS:

<http://www.maricopa.gov/materials/advbd/advbd.asp>

VENDORS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH THEIR BID

Signature:

Date:

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NO RESPONSE

Respondents not responding to this proposal are asked to complete this document and return it to Maricopa County Materials Management Department, 320 W. Lincoln St., Phoenix, AZ 85003-2494 or fax to 602/258-1573.

MARK OUTSIDE ENVELOPE "SERIAL 05078 -RFP"

Responses must be received **BY 2:00 P.M., SEPTEMBER 23 46th, 2005**. Respondents failing to submit a proposal, or this document, may be subject to removal from the Maricopa County Materials Management Contractor List.

SERIAL 05078-RFP

TITLE: SYSTEMS ADMINISTRATOR & SUPPORT, PEOPLESFT

CONTRACTOR NAME: _____

ADDRESS: _____

PHONE: _____ CONTACT: _____

REASON FOR NO PROPOSAL:

_____ Insufficient time

_____ Do not handle product/service

_____ Other: _____

IMPORTANT

PLEASE READ BEFORE SUBMITTING YOUR PROPOSAL

M/WSBE CONTRACT PARTICIPATION

For this Contract a combined M/WSBE goal of 0% involvement is established for Minority/Women-Owned Small Business Enterprises (M/WSBE). This goal may be attained singularly or by any combination thereof to create the overall designated percentage involvement goal. Instructions and required forms are included in the Minority/Women-Owned Small Business Enterprise Program Contracting Requirements section. The Maricopa County Minority and Women-Owned Small Business Enterprise Program, revised June 14, 2000, is incorporated by reference.

The Materials Management Department of Maricopa County will endeavor to ensure in every possible way that Minority and Women-owned Small Business firms shall have every opportunity to participate in providing professional services, materials, and contractual services to the Materials Management Department of Maricopa County without being discriminated against on the grounds of race, religion, sex, age or national origin. The Maricopa County Minority Business Program, effective January 1, 1992, is incorporated by reference.

Attachments E, F, and G provide detailed information and forms to be submitted as part of your proposal. If no goal has been set the attachments will be not be required to be submitted with the RFP.

THESE FORMS MAY BE LOCATED AT <http://www.maricopa.gov/materials>. M/WSBE PARTICIPATION FORMS.

REQUEST FOR PROPOSALS FOR: SYSTEMS ADMINISTRATOR & SUPPORT, PEOPLESOFT

1.0 INTENT:

It is the intent of the County to solicit proposals for a single contractor to provide the specific duties and deliverables outlined in this RFP. It is not the intent to solicit all duties related to PeopleSoft HR support. The contracted support can be provided on-site or through remote access, as long as the deliverables and communication necessary to meet the expected outcomes and results are satisfied, and that any remote access meets the County information and technology security standards.

The County is currently supporting this requirement with in-house staff which are not dedicated to this role.

2.0 SCOPE OF WORK

2.1 Current Environment (PLEASE SEE EXHIBIT #3 – PEOPLESOFT PRODUCTION HARDWARE CONFIGURATION)

2.1.1 Summary of Technology components

2.1.1.1 PeopleSoft HRMS Version 8.8 - included modules (NOTE: The County is looking at upgrading/migrating to PeopleSoft version 8.9 within the next year)

Human Resources
Payroll for North America
Benefits Administration
Time and Labor
E-Recruit
E-Compensation
E-Compensation Manager Desktop
E-Profile
E-Profile Manager Desktop
E-Benefits
E-Development
E-Pay
E-Performance
Position Management
Enterprise Warehouse
Workforce Scorecard
Enterprise Portal

2.1.1.2 PeopleTools Level: 8.46

2.1.1.3 Operating Environment

Operating System: Microsoft Windows
Operating Version: 2003
Database Management System: Microsoft SQL Server
Database Version: 2000
Database Server Hardware: HP DL580 in an active/passive cluster with attached SAN storage
PeopleSoft database instances being maintained in production: Three (3)

2.1.2. Summary of PeopleSoft Usage

On-line users: 15,000
75 core HR, Payroll and Benefits users
600 Time & Labor group timekeepers/approvers
15,000 employees with access to Employee Self Service and Manager Self Service

- 2.2 **System Administrator Requirements:** Proposer may recommend additional duties to fulfill the assignment of Systems Administrator as described within this RFP. These additional duties should be listed with a description of what that task would entail and what the expected outcome or deliverable would be produced.

2.2.1 **SYSTEM AUDITING**

Perform detailed audits of the Counties PeopleSoft HR environment to include complete documentation of the system architecture, document software configurations and product release levels, event response.

2.2.2 **PERFORMANCE TUNING**

Identify and manage application/system performance opportunities, recommend tuning specifics, and submit to County staff for review on a regular bi-monthly schedule . Areas to be reviewed (at a minimum) include: (NOTE: each vendor should add to this list any other technology areas that should be monitored):

- Memory usage
- Database data storage
- Sorting
- Lock contention
- Validating table structures
- Identify problem SQL statements
- Sequence generators
- Identify top database resource consumers
- SQL server configuration parameters
- Database options
- Long-running application requests
- Network I/O

2.2.3 **MONITORING**

Provide 24 x 7 real-time monitoring of the PeopleSoft application and technology architecture. Provide County staff with the ability to view real-time PeopleSoft data and support system performance statistics. Automatically alert County staff of events as they occur. Monitoring will include web and application tier technology:

- Web Server
- Servlet Applications
- Workstation Listener Process
- Java Station Listener
- Bulletin Board Listener
- PeopleSoft Critical Processes
- Tuxedo Application
- Process Scheduler
- Redline

2.2.4 **PEOPLESOFT/SQL PATCH LOADS**

At the County's request, or at the contractor's recommendation and County approval, the contracted support will apply patches for upgrades within the current version of the PeopleSoft software. Provide installation, setup, configuration, testing (e.g. load, regression., etc. services required for system, application or database updates, to include PeopleTools major/minor releases.

2.2.5 **TROUBLESHOOTING**

Work with County staff to perform troubleshooting and Root/Cause analysis of any system issues. Help identify the actual problem, the cause and the best solution to

resolve any and all system issues. Provide complete documentation of the issue/problem/cause and resolution.

2.2.6 ENVIRONMENT REFRESH

Provide support to the County's PeopleSoft test and development environments. Refresh to the test and development environments, at minimum once a month, or as required. Refresh components required for these environments will be identified in detail by the County after award. Vendor recommendations on the refresh schedule will be requested.

2.2.7 SYSTEM SECURITY

Monitor database and other security related to the PeopleSoft environment, and communicate to County staff any potential vulnerabilities or discovered breaches. Provide recommendations to correct and maintain security according to industry best practices, County policies and standards, and any individual department business security requests (that have been reviewed and approved by OCIO)..

2.2.8 BACKUP MANAGEMENT

Provide validation and certification of successful execution of all PeopleSoft related backups. Perform ad-hoc backups as necessary/requested. Audit the backups for integrity (current, complete, consistent, correct, contiguous).

2.2.9 SYSTEM RECOVERY

Recover database on an as-needed basis. This would include point-in-time and transaction based recovery. Any other recovery as needed.

2.2.10 SPACE MANAGEMENT

Manage space requirements as it relates to database and user generated products - tables, indexes, temporary work space, query space, free space, etc.

2.2.11 CAPACITY PLANNING

Provide support and recommendations for on-going capacity planning of the environment to include database growth, CPU/IO/Disk/Memory upgrades, Hardware planning. Planning for future growth and increased loads.

2.2.12 REPORTING AND DOCUMENTATION

Provide on-going reporting of system diagnostics, weekly issue management reports (opened, closed, future, etc.), service level reporting (System availability, mean time to acknowledgement (MTA), mean time to resolution (MTR)).

Create and maintain documentation on System Administration duties, activities, tasks, lessons learned, problem post mortem findings, etc.

2.3 SERVICE LEVEL AGREEMENT

A service level agreement (SLA) will be drafted and agreed to by both parties, after selection and negotiation. All services being provided, as detailed in this solicitation, will be incorporated into a formal service level agreement. The SLA will include responsibilities from both the County and the contractor, and will incorporate, at a minimum, the deliverables detailed in this solicitation.

2.4 PRODUCTION PROGRAMMING SUPPORT

On a time-and-materials basis, vendor is requested to make available additional production programming support at a pre-determined rate. Quote your rate for hourly rate for applicable support professionals. Please see Section 1.3 of Attachment A Pricing.

2.5 HOURS OF SUPPORT

Support hours must align with County business hours (currently 8:00 AM to 5:00 PM MST). After hours support would be required on an as needed basis. Support response time for any outages which impact system, application or database availability, reliability or integrity that result in the County not being able to operate, will be set, at a minimum, to NGT 2 hours from notification of outage.

2.6 USAGE REPORT:

The Contractor shall furnish the County a quarterly usage report delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the County and shall disclose the quantity and dollar value of each contract item by individual unit.

2.7 TAX:

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

2.8 DELIVERY:

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

2.9 EXPECTED OUTCOMES

Improved ability to support our environment. Higher level of knowledge which can assist with providing a higher level of customer service (general and system administrators).

2.10 WORK COST MODEL

Vendor should quote annual rates for the initial (3) Three year contract period in their response (See Section 1.1 of Attachment A Pricing). All out of pocket expenses should be included in any rates quoted. System Administration will be conducted at the system, database, and application level.

2.11 CONTRACTOR STAFF MINIMUM QUALIFICATIONS

Each proposed support member must have a minimum of (2) two years quantifiable and successful/work experience in PeopleSoft Version 8.8. The support staff, as a whole, whether as a single member or multiple members, must encompass the knowledge, skills and abilities (competencies) to perform all of the tasks without direct assistance or supervision from the County.

2.12 EXPERIENCE REQUIREMENTS

Support staff must have the experience as a seasoned senior level system administrator with at least two similar projects working with the products and PeopleSoft version 8.8 of those products that make up the PeopleSoft production environment.

2.12.1 Knowledge of all the products (features, functions, fit) for software, hardware, network, etc.

- 2.12.2 Competency KSA's at a senior lead level to perform all of the tasks required to maintain an effective, efficient, and responsive technology environment that meets the customer's business operational functional needs, integrity demands, and timing requirements
- 2.12.3 Communication skills (verbal and written) to all levels within our organization (at staff, management, and executive levels)

2.13 VENDOR MEMBER STAFF INFORMATION REQUIRMENTS

Each staff member listed in the vendor response will include at a minimum a resume, a listing of at least two similar engagements to what we are asking for, time of experience for each of the specific product environments we have specified, and contacts for reference of work performed.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT TERM:

This Request for Proposal is for awarding a firm, fixed price purchasing contract to cover a three (3) year period.

3.2 OPTION TO EXTEND:

The County may, at their option and with the approval of the Contractor, extend the period of this Contract up to a maximum of three (3), one (1) year options. The Contractor shall be notified in writing by the Materials Management Department of the County's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period.

3.3 ESCALATION:

Any requests for reasonable price adjustments must be submitted thirty (30) days prior to the Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the Producer Price Index or by performing a market survey.

3.4 INDEMNIFICATION AND INSURANCE:

3.4.1 INDEMNIFICATION

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the negligence of the County.

3.4.2 Abrogation of Arizona Revised Statutes Section 34-226:

In the event that A.R.S. § 34-226 shall be repealed or held unconstitutional or otherwise invalid by a court of competent jurisdiction, then to the fullest extent permitted by law, **CONTRACTOR** shall defend, indemnify and hold harmless **COUNTY**, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or resulting from **CONTRACTOR'S** work or services. **CONTRACTOR'S** duty to defend, indemnify and hold harmless, **COUNTY**, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, injury to, impairment or

destruction of property including loss of use resulting therefrom, caused in whole or in part by any act or omission of **CONTRACTOR**, anyone **CONTRACTOR** directly or indirectly employs or anyone for whose acts **CONTRACTOR** may be liable, regardless of whether it is caused in part by a party indemnified hereunder, including **COUNTY**.

The scope of this indemnification does not extend to the sole negligence of **COUNTY**.

3.4.3 Insurance Requirements.

CONTRACTOR, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

CONTRACTOR'S insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

COUNTY reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

3.4.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury,

broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

3.4.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

3.4.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

CONTRACTOR waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

3.4.4 Certificates of Insurance.

3.4.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

3.4.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.5 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize a procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract. Respondents without this capability may be considered non-responsive and not eligible for award consideration.

3.6 INTERNET ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize the Internet to place orders under this Contract. Respondents without this capability may be considered non-responsive and not eligible for award consideration.

3.7 SCHEDULE OF EVENTS

Request for Proposals Issued: AUGUST 19th, 2005
Deadline for written questions (72 hours after Pre-Proposal meeting). No questions will be responded to prior to the Pre-Proposal Conference. All questions must be submitted to (cunicol@mail.maricopa.gov) and be received by 5:00 P.M. Arizona time. All questions and answers will be posted to www.maricopa.gov with the original solicitation.

Deadline for submission of proposals is 2:00 P.M., MST, on SEPTEMBER ~~23~~, 46, 2005. All proposals must be received before 2:00 P.M. on the above date at Maricopa County Materials Management Department, 320 West Lincoln Street, Phoenix, AZ 85003.

Proposed review of Proposals and short list decision: SEPTEMBER 30th, 2005

Proposed Respondent presentations: (if required) OCTOBER 12th, 2005

Proposed selection and negotiation: OCTOBER 19th, 2005

Proposed Best & Final (if required) OCTOBER 21st, 2005

Proposed award of Proposal: NOVEMBER 16th, 2005

All responses to this proposal become the property of Maricopa County and (other than pricing) will be held confidential, to the extent permissible by law. The County will not be held accountable if material from proposal responses is obtained without the written consent of the Respondent by parties other than the county.

3.8 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

MARICOPA COUNTY
DEPARTMENT OF MATERIALS MANAGEMENT
ATTN: CONTRACT ADMINISTRATION
320 W. LINCOLN ST.
PHOENIX, AZ 85003

Administrative telephone inquiries shall be addressed to:

LONNIE CUNICO, PROCUREMENT CONSULTANT, 602-506-3243
(cunicol@mail.maricopa.gov)

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.9 INSTRUCTIONS FOR PREPARING AND SUBMITTING PROPOSALS:

Respondents are to provide one (1) original hard copy (labeled) and Five (5) copies of their proposal, plus (1) electronic copy on a CD. **Respondents are to address proposals identified with return address, serial number and title in the following manner:**

**Maricopa County Department of Materials Management
320 W. Lincoln St.
Phoenix, AZ 85003**

SERIAL 05078 – RFP SYSTEMS ADMINISTRATOR & SUPPORT, PEOPLESFT

Proposals must be signed by a corporate official who has been authorized to make such commitments. All prices shall be held firm for a period of one hundred twenty (120) days after the RFP closing date.

PROPOSALS SHOULD BE LIMITED TO 50 PAGES.

3.10 EXCEPTIONS TO THE SOLICITATION:

The Respondent shall identify and list all exceptions taken to all sections of 05078-RFP and list these exceptions referencing the section (paragraph) where the exception exists and identify the exceptions and the proposed wording for the Respondent's exception. The Respondent will list these exceptions in the Best and Final Proposal under the heading, "Exception to the PROPOSAL Solicitation, SERIAL 05078-RFP." **Exceptions that surface elsewhere and that do not also appear under the heading, "Exception to the PROPOSAL Solicitation, SERIAL 05078-RFP," shall be considered invalid and void and of no contractual significance.**

The County reserves the right to reject, render the proposal non-responsive, enter into negotiation on any of the Respondent exceptions, or accept them outright.

3.11 GENERAL CONTENT:

The Proposal submitted should be specific and complete in every detail. It should be practical and should be prepared simply and economically, providing a straightforward, concise delineation of capabilities to satisfactorily perform the Contract being sought.

The Respondent should not necessarily limit the proposal to the performance of the services in accordance with this document but should outline any additional services and their costs if the Respondent deems them necessary to accomplish the program.

PROPOSALS SHOULD BE LIMITED TO 50 PAGES

3.12 FORMAT AND CONTENT:

To aid in the evaluation, it is desired that all proposals follow the same general format. The proposals are to be submitted in binders and have sections tabbed as below:

3.12.1 Letter of Transmittal (Exhibit 2)

3.12.2 Table of Contents

- 3.12.3 Short introduction and summary – This section shall contain an outline of the general approach utilized in the proposal.
- 3.12.4 Proposal – Your proposal should contain a statement of all of the programs and services proposed, including conclusions and generalized recommendations. Proposals should be all-inclusive, detailing your best offer. Additional related services should be incorporated into the proposal, if applicable.
- 3.12.5 Qualifications – This section shall describe the firm’s ability and experience related to the programs and services proposed. All project personnel, as applicable, shall be listed including a description of assignments and responsibilities, a resume of professional experience, and an estimate of the time each would devote to this program, and other pertinent information.

All personnel directly and/or indirectly associated with this contract will be subject to a full background check, including; fingerprinting and Sheriff Office check.

- 3.12.6 Other data
- 3.12.7 Proposal exceptions
- 3.12.8 Pricing (Attachment A)
- ~~3.12.9 Other data~~
- 3.12.10 Agreement (Attachment B)
- 3.12.11 References (Attachment C)
- ~~3.12.12 Vendor Information (Attachment D)~~

3.13 EVALUATION OF PROPOSAL – SELECTION FACTORS:

A Proposal Analysis Committee shall be appointed, chaired by the Materials Management Department, to evaluate each Proposal and prepare a scoring of each Proposal to the responses as solicited in the original request. At the County’s option, proposing firms may be invited to make presentations to the Evaluation Committee. Best and Final Offers and/or Negotiations may be conducted, as needed, with the highest rated Respondent(s). Proposals will be evaluated on the following criteria which are listed order of importance.

- 3.13.1 Firms proven skills and technical competence.
- 3.13.2 Approach and philosophy.
- 3.13.3 Credential of management and project staff.
- 3.13.4 Price

3.14 POST AWARD MEETING:

The successful Respondent(s) shall be required to attend a post-award meeting with the Using Agency to discuss the terms and conditions of this Contract. This meeting will be coordinated by the Procurement Consultant of the Contract.

NOTE: RESPONDENTS ARE REQUIRED TO USE ATTACHED FORMS TO SUBMIT THEIR PROPOSALS.

**ATTACHMENT A
PRICING**

SERIAL 05078-RFP

PRICING SHEET SO73703/B0700158/NIGP 92045

BIDDER NAME: _____

F.I.D./VENDOR #: _____

BIDDER ADDRESS: _____

P.O. ADDRESS: _____

BIDDER PHONE #: _____

BIDDER FAX #: _____

COMPANY WEB SITE: _____

COMPANY CONTACT (REP): _____

E-MAIL ADDRESS (REP): _____

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ____ YES ____ NO

ACCEPT PROCUREMENT CARD: ____ YES ____ NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: ____ YES ____ NO ____ % REBATE

(Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: ____ YES ____ NO ____ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ____ YES ____ NO

PAYMENT TERMS: BIDDER IS REQUIRED TO PICK ONE OF THE FOLLOWING.

TERMS WILL BE CONSIDERED IN DETERMINING LOW BID.

FAILURE TO CHOOSE A TERM WILL RESULT IN A DEFAULT TO NET 30.

BIDDER MUST INITIAL THE SELECTION BELOW.

NET 10 _____

NET 15 _____

NET 20 _____

NET 30 _____

NET 45 _____

NET 60 _____

NET 90 _____

2% 10 DAYS NET 30 _____

1% 10 DAYS NET 30 _____

2% 30 DAYS NET 31 _____

1% 30 DAYS NET 31 _____

5% 30 DAYS NET 31 _____

INDICATE PERCENTAGE OF M/WBE PARTICIPATION IF ANY HERE: _____ %

PLEASE INDICATE HOW YOU HEARD ABOUT THIS SOLICITATION:

____ NEWSPAPER ADVERTISEMENT

____ MARICOPA COUNTY WEB SITE

____ PRE-SOLICITATION NOTICE

____ OTHER (PLEASE SPECIFY)

**ATTACHMENT A
PRICING**

1.0 PRICING:

1.1 PRICING PeopleSoft Systems Administrator
Annual Cost
Per Section 2.0 Scope of Work

\$ _____ /Annually

1.2 PRICING PeopleSoft Systems Administrator
Annual Cost - Renewal Years
Years 4, 5, 6
Per Section 2.0 Scope of Work

_____ % Capped Percentage Increase

1.3 PRICING HOURLY ADMINISTRATOR COST
Please include Hourly Ranges for Applicable Administrator Functions.
Please provide additional functions and Hourly Costs as applicable
Per Section 2.4

1.3.1 SYSTEM ADMINISTRATOR \$ _____ /Hour

1.3.2 PEOPLESOFT ADMINISTRATOR \$ _____ /Hour

1.3.3 DATABASE ADMINISTRATOR \$ _____ /Hour

1.3.4 Other (As Applicable)

1.4 Pricing Applicable 3rd Party
or Proprietary Software Tools
(if Applicable)

\$ _____

1.5 Other Pricing Models (optional)

**Vendors at their discretion may propose other pricing
models as Applicable**

**Vendor s however Must respond to Sections 1.1,1.2,1.3
to be eligible for Award.**

ATTACHMENT B

AGREEMENT

The Respondents hereby certify that they have read, understand and agree that acceptance by Maricopa County of the Contractor's offer by the issuance of a Purchase Order or Contract will create a binding Contract. Further, they agree to fully comply with all terms and conditions as set forth in the Maricopa County Procurement Code, and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement

BY SIGNING THIS AGREEMENT THE SUBMITTING FIRMS CERTIFIES THAT THEY HAVE REVIEWED THE ADMINISTRATIVE INFORMATION AND DRAFT RFP CONTRACT'S TERMS AND CONDITIONS LOCATED AT <http://www.maricopa.gov/materials>. AND AGREE TO BE CONTRACTUALLY BOUND TO THEM.

MINORITY/ WOMEN-OWNED SMALL BUSINESSES (check appropriate item):

_____ Disadvantaged Business Enterprise (DBE)
 _____ Women-Owned Business Enterprise (WBE)
 _____ Minority Business Enterprise (MBE)
 _____ Small Business Enterprise (SBE)

 FIRM SUBMITTING PROPOSAL

 FEDERAL TAX ID NUMBER

 PRINTED NAME AND TITLE

 AUTHORIZED SIGNATURE

 ADDRESS

 TELEPHONE

 FAX #

 CITY STATE ZIP

 DATE

WEB SITE: _____

EMAIL ADDRESS: _____

MARICOPA COUNTY, ARIZONA

BY: _____
 DIRECTOR, MATERIALS MANAGEMENT

 DATE

BY: _____
 CHAIRMAN, BOARD OF SUPERVISORS

 DATE

ATTESTED:

 CLERK OF THE BOARD

 DATE

APPROVED AS TO FORM:

 MARICOPA COUNTY ATTORNEY

 DATE

ATTACHMENT C

CONTRACTOR REFERENCES

FIRM SUBMITTING PROPOSAL: _____

1. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
2. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
3. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
4. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
5. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____

EXHIBIT 1 VENDOR REGISTRATION PROCEDURES

On-line Vendor Registration at Maricopa County is available NOW!

On November 22, 2004, Maricopa County changed its vendor registration process. Paper forms will no longer be accepted. Vendor registrations will only be accepted through the active website. Register at <http://www.maricopa.gov/Materials/>

The new process will give you full control over your organizational information. Please be advised however that you are now directly responsible for the presence and accuracy of your company's information.

Vendors currently registered in our system who have changes to their information or have not registered online must establish a new account via the above web site link. Materials Management will no longer post changes to existing vendor records.

Procurement vendors: Be sure to select those commodity codes that best represent the commodities and or services provided by your organization. Non-procurement registrants may ignore the commodity portion.

Registration is **FREE**. You may use any computer with web access for registration, record updating and maintenance.

If you have any questions, email us at VendorReg@mail.maricopa.gov.

EXHIBIT 2

LETTER OF TRANSMITTAL
(To be typed on the letterhead of Offeror)

Maricopa County Department of Materials Management
320 West Lincoln,
Phoenix, Arizona 85003

Re: RFP 05078

To Whom It May Concern:

(NAME OF COMPANY) (herein referred to as the "Offeror"), hereby submits its response to your Request for Proposal dated _____, and agrees to perform as proposed in their proposal, if awarded the contract. The Offeror shall thereupon be contractually obligated to carry out its responsibilities respecting the services proposed.

Kindly advise this in writing on or before _____ if you should desire to accept this proposal.

Very truly yours,

NAME (please print)

SIGNATURE

TITLE (please print)

EXHIBIT 3

PEOPLESFT PRODUCTION HARDWARE CONFIGURATION

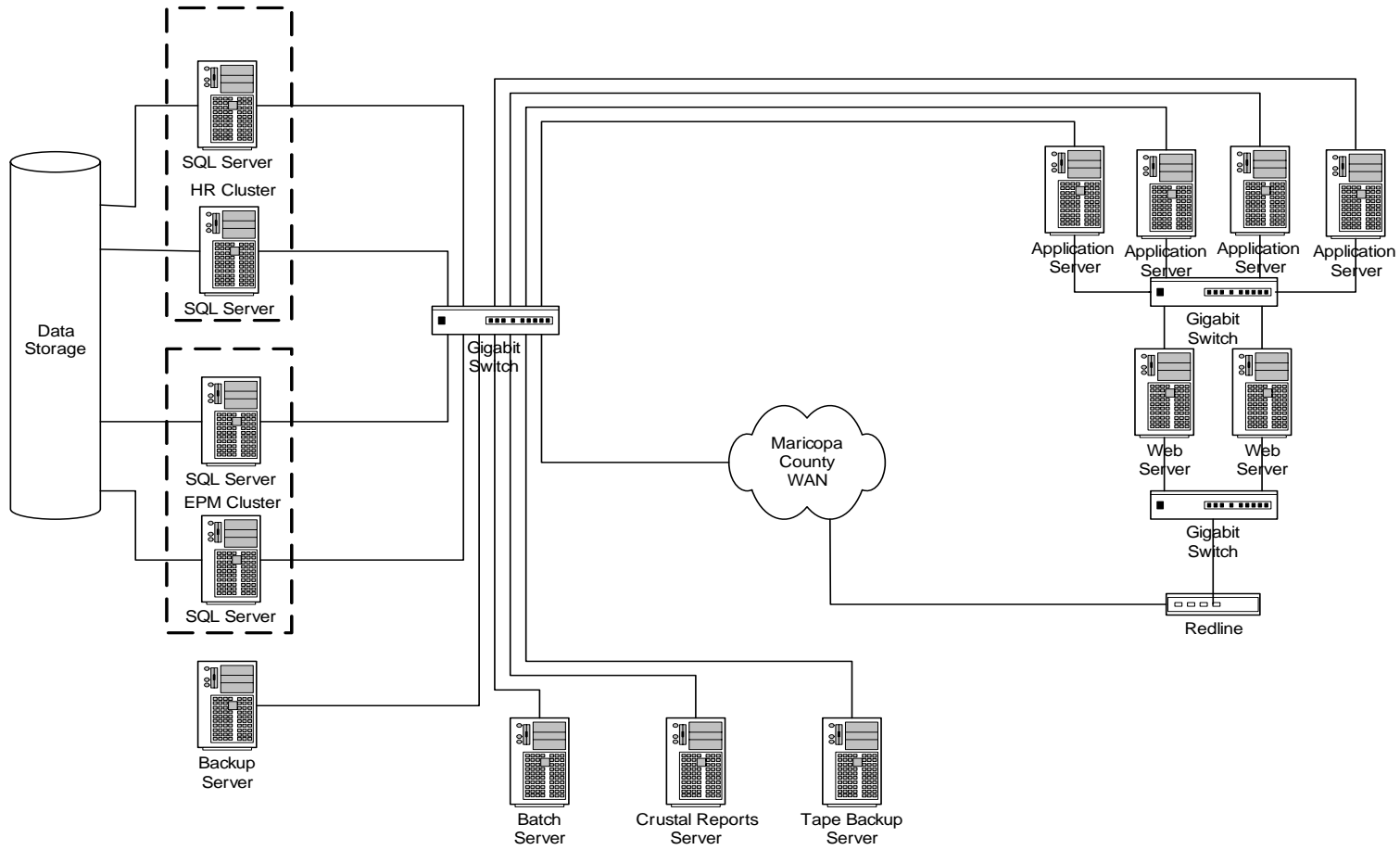


EXHIBIT 4 - HARDWARE PROFILE

<i>Usage</i>	<i>Type</i>	<i>Product Name</i>	<i>Memory (Gig)</i>	<i># CPU's</i>	<i>CPU Type</i>	<i>CPU Speed (GHZ)</i>	<i># Drives</i>	<i>Drive Size</i>	<i># Drives</i>	<i>Drive Size</i>
Development	Web Server - EPM	ProLiant DL580 G2	8.0	4	Intel Xeon	2.0	4	72 Gig		
Development	Web Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.0	4	72 Gig		
Development	App Server - EPM	ProLiant DL580 G2	2.0	3	Intel Xeon	2.0	4	72 Gig		
Development	App Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.0	4	72 Gig		
Development	DB Server - EPM	ProLiant DL580 G2	8.0	4	Intel Xeon	2.0	4	72 Gig		
Development	DB Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.0	3	300 Gig		
Development	Batch/File Server	ProLiant DL580 G2	4.0	2	Intel Xeon	2.0	4	72 Gig		
Development	Crystal	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	4	72 Gig		
Production	Web Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	Web Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	App Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	App Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	App Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	App Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	DB Server	ProLiant DL580 G2	4.0	4	Intel Xeon	2.0	2	72 Gig		
Production	DB Server	ProLiant DL580 G2	4.0	4	Intel Xeon	2.0	2	72 Gig		
Production	DB Server - EPM	ProLiant DL580 G2	4.0	4	Intel Xeon	2.0	2	72 Gig		
Production	DB Server - EPM	ProLiant DL580 G2	4.0	4	Intel Xeon	2.0	2	72 Gig		
Production	Batch/File Server	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	2	72 Gig		
Production	Crystal	ProLiant DL580 G2	8.0	4	Intel Xeon	2.7	4	72 Gig		
Production	Support Server (Mercury)	ProLiant DL380 G3	2.5	2	Intel Xeon	2.8	3	72 Gig		
Production	Support Server (Stat)	ProLiant DL380 G3	4.4	2	Intel Xeon	2.8	2	72 Gig	3	140 Gig
Production	Backup Server 1	ProLiant DL380 G3	2.5	2	Intel Xeon	2.8	3	72 Gig		
Production	Backup Server 2	ProLiant DL380 G3	2.5	2	Intel Xeon	2.8	3	72 Gig		



MARICOPA COUNTY MATERIALS MANAGEMENT

05078-RFP SYSTEMS ADMINISTRATOR & SUPPORT - PEOPLESOFT

VENDOR QUESTIONS

1. If we intend to use a subcontractor and/or partner to respond to this proposal, what are the terms/conditions and agreements between our company and subcontractor and/or partner would the county like to review and have in place. If yes, by when?

It is not necessary for Maricopa County to review any agreements in place with subcontractors. There must be a PRIME that executes the contract with Maricopa County. The Prime is then required to identify any partnering relationships.

2. Will the subcontractor and/or partner be required to meet & sign off on the indemnification and insurance requirements listed under 3.4 of the RFP?

The PRIME is responsible for meeting all Terms and Conditions of the resulting contract. Indemnification and Insurance requirements are pertinent to the Prime only. However, any partner or subcontractor that will be doing work on Maricopa County property would be required to comply with Insurance and Indemnification requirements as well and provide certificates as applicable.

3. The RFP mentions that "all personnel directly and/or indirectly associated with this contract will be subject to a full background check, including fingerprinting and Sheriff Office Check"
 - a. Does this automatically preclude use of "offshore" resources for this contract?

Yes – All resources must be subject to background check as specified.

- b. Does this preclude use of "offshore" resources who are in the US on short-term L1 Visas?

NO – Not if they physically make themselves available to background checks as specified.

- c. Does this preclude use of resources who are in the US on long term H1 Visas?

NO – Not if they physically make themselves available to background checks as specified.

4. Did the county use outside contractors for the development & maintenance of this system? If yes, who was the contractor – company and/or individual(s).

Yes, the initial implementation of the PeopleSoft installation was contracted to a third-party implementer.

5. Do you have existing contractors on site for PeopleSoft work? If yes, are they associated with a specific vendor? If yes, who is the vendor?

Yes, we currently have one contracted senior programmer on staff working with the application development team.

6. What is the expected start date of the contract?

Anticipated date is November 1, 2005. However this may vary depending on RFP Process.

7. Is there a production support help desk process in place?

Yes, the OCIO helpdesk, using Magic, will take all initial calls from end-users.

8. Is the county expecting the vendor to have certain quality certifications for support processes (CMM, ISO etc)?

No, however if the candidates you are proposing have certifications please include them on the requested resumes.

9. Will there be a Maricopa county technical point of contact for the vendor?

Yes.

10. Are the issue escalation processes already defined?

Yes.

11. What is the size of each database instance?

Portal – 2 Gig for demo, 1 Gig each for dev & prod
HCM – 2 Gig for demo, 40 Gig for dev (X4), and 60 Gig for prod
EPM – 2 Gig for demo, 25 Gig for dev, and 40 Gig for prod

12. What is the current and expected size of each server installation - # of processors, memory etc.

See attached EXHIBIT 4 – HARDWARE PROFILE

13. Are there any server, database and application monitoring & performance tuning tools installed? If yes, what are they? If not, is the county open to 3rd party tools or vendor proprietary tools?

Yes, the County owns Qwest Foglight. However, the product is not currently being used. We expect the Vendor to supply and use the necessary tools to perform tasks as defined in the RFP.

14. Does the county have a paging system in place? If not, are they open to implementation of a paging system?

Clarification of this question is required.

15. What is the expected # of concurrent users (min, max and average) for the system?

10 Min, 600 Max, 140 Average

16. Is the NGT 2hrs outage downtime SLA applicable only for business hours? If yes, what is the expected outage downtime for non-business hours?

No. Some critical PeopleSoft applications are in-service 24 hours per day, as well as Payroll activities that run after hours. If issues are encountered with these applications after hours, support will be required.

17. What are some of the current statistics for production support calls

a. Volume – total, by call type

Call volumes listed are from September 01, 2004 to September 01, 2005

- Password Security	1,311
- Open Enrollment	797
- General	97
- Database	34
- eRecruit	27
- TimeKeepers	18
- Sys Admin Support	17
- EPM	1
- Liaison	1

b. Is it higher/lower at specific times of the day or week or month?

There is not a specific spike in call volume by day, week or month, other than a 33% rise in call volume during open enrollment.

c. What was the total outage time by month for the last six months/year?

One service related outage was identified in the past six months, which lasted approximately ten hours.

d. What were the top 3 reasons for such outages?

Disk space issue with log file.

18. The RFP section 2.1.1.3 mentions Three (3) PeopleSoft database instances are being maintained in production. Is the scope of work limited to supporting one (1) production HCM database?

No. The scope of work covers at a minimum 5 development and 1 production HCM database, 2 development and 1 production Portal database, and 2 development and 1 production EPM database.

19. The RFP section 2.2.3 requests vendors to provide 24 x 7 real-time monitoring of the PeopleSoft application and technology architecture. Although we have the capabilities to offer this, we believe that the system may not require this level of support given your user demographics. Would Maricopa County be open to a shorter “real-time” monitoring shift combined with a pager/alert system for the 24x7 coverage? Will this be part of the SLA?

Yes, automated alarm monitoring and notification will be acceptable. However, the service level for outage recover must be met.

20. Section 2.2.4 requests ad hoc PeopleSoft/SQL Patch Loads. This can significantly affect the level of effort required to support this aspect of the application. Can the County provide a high-level understanding of how many PeopleSoft and SQL Patches it anticipates applying per year? The degree of PeopleSoft customizations will also impact the level of effort required to apply patches and fixes. Can the County provide statistics on the number of modifications and enhancements?

At a minimum this will include 6 or 7 tax updates per year. All customizations that are affected by patches will be re-worked by the County's application development team as necessary. We currently have 326 projects which include all custom interfaces, reports, page modifications, etc.

21. Section 1.0 Intent: Please define your definition of a single contractor. May firms bid together in a prime contractor/subcontractor relationship or as a true partnership as long as the County only has to contract with one entity directly?

Yes.

22. Section 2.1.1.1: Will the County be issuing a completely separate RFP for the upgrade to 8.9 or will the selected firm for this project potentially be utilized without a new RFP being issued?

Yes, a completely separate RFP will be issued.

23. Is the County going to consider utilizing a "Discovery Day" for the selected short list vendors to be able to learn more information about the County's environment prior to presentations or contract negotiations?

This is not a consideration at this time.

24. Will the County consider providing additional level of detail relative to the scope of work in section 2 to allow the vendors to be more specific in their pricing assumptions under Attachment A?

Specific requests will be required if additional detail is needed.

25. Please confirm that the County intends to maintain an active PeopleSoft application maintenance support agreement with Oracle through the potential maximum term of this contract. If this is not the case, please describe the timing for ending PeopleSoft maintenance.

Yes.

26. Please provide more detailed preliminary timelines for the anticipated upgrades to version 8.9 if available.

Anticipated project start is Jan 2006.

27. Does the County currently outsource any or all of the services requested in the RFP? If yes, please identify the outsourced services and the vendor(s) currently providing the corresponding support.

No.

28. Could you provide a more detailed technical architecture diagram? The architecture diagram provided in the RFP identifies servers & roles, but not some other key items such as the information requested below:

- CPU, RAM, and Disk configurations

Please See Exhibit 4

- What software is being utilized for the web server tier?

BEA Weblogic & Tuxedo version 8.1

- Where do the PeopleSoft system components actually execute within the technical architecture?

Further clarification is required.

29. Please describe the reliability and stability of the current system, and provide details about system performance or other issues that you may be experiencing.

The PeopleSoft environment has experienced one outage in the past six months. Current system metrics are not readily available at this time. The selected vendor will be required, as

detailed in the RFP, to evaluate system/application performance and provide recommendations to improve performance.

30. Do you have any tools for system management/monitoring in-house today and that the County wants to continue using?, or would you like the respondent to provide this as a net-new toolset / capability?

Yes, the County owns Qwest Foglight. However, the product is not currently being used. We expect the Vendor to supply and use the necessary tools to perform tasks as defined in the RFP.

- a. If the latter, do you want to own the software license or would you like the respondent to provide that as part of the ongoing fees (like a lease)?

We expect the Vendor to supply and use the necessary tools to perform tasks as defined in the RFP.

- b. Would you want this for the PROD environments only or for all environments?

Yes, only the production environment would be included for critical alarm monitoring. However, during specific test activities monitor tools would be required in the development environment.

31. For Backup, Recovery and some System Administration tasks, will the County provide onsite personnel for activities that require "hands on" physical presence (tape mounts, equipment swapouts, etc.), or should that resource be provided by the respondent?

The County will provide all backup and recovery resources. No specific on-site duties have been identified.

32. Does the County already have documentation, procedures and standards for all (or any) of the services requested in the RFP, or should this be proposed and provided by the respondent?

The County has documented procedures for some of these tasks. However we are looking to the selected vendor to make recommendations and provide updated or additional documentation.

33. The RFP states that remote service is acceptable provided "that any remote access meets the County information and technology security standards" Can you provide a copy of the County's security standards, including VPN?

All remote access vendors are required to sign a "Vendor Remote Access Acceptable Use Agreement", fill out a "Vendor Remote Access Registration Form" that is submitted by the sponsoring department, and obtain an Active Card to generate passwords for each individual accessing the County network. This will permit them to dial in or VPN in depending on the resources they have at the remote end. There is a one time \$50 charge and an \$8 per month fee for the Active Card. The County uses a Nortel Contivity VPN which requires a client be loaded on the remote PC. The VPN Client Software and installation instructions are provided by the County.

34. Some of the service items will be highly variable, but the County is asking for a fixed price for all services to be provided. Does the entire pricing need to be provided in a fixed fee model, or is the County open to time and materials pricing in some areas if that provides a more favorable pricing model?

The Pricing worksheet must be completed and submitted as outlined. However, optional pricing models can also be submitted.

35. The sample contract on the County website states the requirement for a performance bond and a payment bond, but these bond requirements are not included in the standard contract terms and conditions included in the RFP. Please clarify whether one or both of these bond provisions are considered applicable for the services requested under this RFP.

There are NO bond requirements for this engagement.